PATENT

DECLARATION

OCT 1 7 2001 &

INVENT@RSHIP IDENTIFICATION

below hamed inventor thereby declare that my residence, mailing address and citizenship are as stated below, next to my name. I believe that I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter that is claimed, and for which a patent is sought on the invention entitled:

SYSTEM AND METHOD FOR PROVIDING A CALL BACK OPTION FOR CALLERS TO A CALL CENTER

	•	TITLE	E OF INVENTION		
		SPECIFICA	ATION IDENTIFICATION		
the specification of	which:				
(a) is	s attach	ed hereto.		,	
(b)	vas file	d on <u>June 28, 2001</u>	, as 🏻 Serial No.	09/894,359	
[and	was amended on _ (if ap	plicable).		
(c)	was des	scribed and claimed in PC	CT International Application	on No filed on	
	and	was amended on	. (if applicable).		/
	ACKNO	OWLEDGMENT OF REV	IEW OF PAPERS AND D	OUTY OF CANDOR	L
I hereby	state th	at I have reviewed and u	nderstand the contents of	the above-identifie	d specification,
including the clair	ms as a	amended by any amendm	nent referred to above.		
I acknow	ledge t	he duty to disclose inform	nation, which is material to	patentability as de	efined in 37,
Code of Federal	Regula	tions, § 1.56.			
PRIORITY CLAIMS UNDER 35 U.S.C. § 119(a)-(d) (Prior Foreign/Pct Application(S) Filed Within 12 Months (6 Months For Design) Prior To This Application)					
I hereby claim foreign priority benefits under Title 35, United States Code, § 119(a)-(d) or 365(b) of					
any foreign application(s) for patent or inventor's certificate(s) or 365(a) of any PCT international application(s)					
which designated at least one country other than the United States of America, listed below and have also					
identified below any foreign application(s) for patent or inventor's certificate(s) or any PCT international					
application(s) having a filing date before that of the application(s) of which priority is claimed.					
Application Numb	per	Country or PCT	Date Of Filing	Priority not	Certified Copy
			(Day, Month, Year)	Claimed	Attached?
					VESNO

Application Number	Country or PCT	Date Of Filing	Priority not	Certified Copy
		(Day, Month, Year)	Claimed	Attached?
				☐ YESNO ☐

DOCKET NO. 007	72 .		

CLAIM FOR BENEFIT OF PRIOR U.S. PROVISIONAL APPLICATION(S) UNDER 35 U.S.C. § 119(e)

I hereby claim the benefit under Title 35, United States Code, § 119(e) of any United States provisional application(s) listed below:

Provisional Application Number	Filing Date

CLAIM FOR BENEFIT OF EARLIER US/PCT APPLICATION(S) UNDER 35 U.S.C. 120

(All Foreign Application(S), *If Any*, Filed More Than 12 Months (6 Months For Design) Prior To This U.S. Application)

I hereby claim the benefit under Title 35, United States Code, § 120 of any United States application(s) or 365(c) PCT international application(s) designating the United States of America that is/are listed below and, insofar as the subject matter of each of the claims of this application is not disclosed in the prior United States or PCT international application(s) in the manner provided by the first paragraph of Title 35, United States Code, § 112, I acknowledge the duty to disclose information which is material to patentability as defined in 37, Code of Federal Regulations, § 1.56, which became available between the filing date of the prior application(s) and the national or PCT international filing date of this application.

PCT Parent	Date Of Filing	Parent Patent
Application No.	(Day, Month, Year)	No. (If applicable)

DECLARATION

I hereby declare that my presentation of this paper constitutes a certification under 37 C.F.R § 10.18, which provides, in part, that all statements made herein of my own knowledge are true and that all statements made on information and belief are believed to be true; and that further that these statements were made with the knowledge that willful false statements and the like so made are punishable by fine or imprisonment, or both, under Section 1001 of Title 18 of the United States Code, and that such willful statements may jeopardize the validity of the application and any patent issuing therefrom.

PATENT

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This declaration ends with this page.

SIGNATURE(S)

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Date		Country of Citizenship	
Residence			
Mailing Address:			
	ture by administrator(trix), or legal re	epresentative for deceased or incapacitated	
	tor. Number of pages added		
		ar cappet he reached by person sutherized under	
_	• -	n or cannot be reached by person authorized under	
	FR 1.47. Number of pages added		
∐ Adde	ded page for signature by one joint inventor on behalf of deceased inventor(s) where legal		
repre	sentative cannot be appointed in time	e. (37 CFR 1.47) Number of pages added	
☐ Autho	orization of attorney(s) to accept and	follow instructions from representative.	

DECLARATION OF 17 2001

INVENTORSHIP IDENTIFICATION

stated below, next to my name. I believe that I am the original, first and sole inventor (if only one name is listed below) or an original, first and joint inventor (if plural names are listed below) of the subject matter that is claimed, and for which a patent is sought on the invention entitled:

SYSTEM AND METHOD FOR PROVIDING A CALL BACK OPTION FOR CALLERS TO A CALL CENTER

TITLE OF INVENTION

			1116	E OF INVENTION		
			SPECIFICA	ATION IDENTIFICATION		
the spe	cification (of which:				
(a)		is attach	ed hereto.			
(b)	\boxtimes	was file	d on <u>June 28, 2001</u>	, as 🛭 Serial No.	09/894,359	
		and	was amended on _ (if ap	oplicable).		
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Code o	f Federa	l Regula	tions, § 1.56.			
			(Prior Foreign/Pct App	S UNDER 35 U.S.C. § 119 blication(S) Filed Within 1 sign) Prior To This Applica	2 Months	
	I hereb	y claim 1	foreign priority benefits u	inder Title 35, United Sta	ites Code, § 119(a)-(d) or 365(b) of
any for	eign app	lication(s	s) for patent or inventor's	certificate(s) or 365(a) of	any PCT internation	nal application(s)
which o	designate	ed at lea	ast one country other tha	an the United States of A	merica, listed belo	w and have also
identifie	ed below	any fo	reign application(s) for	patent or inventor's cert	tificate(s) or any f	PCT international
		-		ne application(s) of which	-	
Applica	tion Nun	nber	Country or PCT	Date Of Filing	Priority not	Certified Copy
			·	(Day, Month, Year)	Claimed	Attached?
						☐ YESNO ☐

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Provisional Application Number	Filing Date

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U.S Parent	PCT Parent	Date Of Filing	Parent Patent
Application No.	Application No.	(Day, Month, Year)	No. (If applicable)
			·

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DOCKET NO. 00772

SIGNATURE(S)

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_				
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Inventor's signature				
Date		Country of Citizenship		
Residence				
_Mailing Address:				
	ture by administrator(trix), or legal re	epresentative for deceas	ed or incapacitated	
invent	tor. Number of pages added	·		
Signa	ature for inventor who refuses to sign	n or cannot be reached b	by person authorized under	
_	FR 1.47. Number of pages added			
	d page for signature by one joint inv		sed inventor(s) where legal	
			• • • •	
	esentative cannot be appointed in time. (37 CFR 1.47) Number of pages added orization of attorney(s) to accept and follow instructions from representative.			
	inzation of attorneyts, to accept and	1011044 11134 40410113 114111 1	CDICSCITATIVE.	

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